

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 24

July 17, 2007

**SUBJECT: WORKPLACE VIOLENCE POLICY AND OPERATIONAL GUIDELINES -
REVISED**

PURPOSE: The Department is committed to supporting the City's adopted policy on workplace violence. Special Order No. 17, 2003 - *Implementation of the Citywide Workplace Violence Policy and Operational Guidelines*, implemented the City's policy and guidelines for the prevention and management of violence in the workplace. The Department workplace is considered to be employee interaction at any Department facility as well as any duty-related interaction between employees. Workplace violence is defined as any form of violence or threat of violence (actual or reasonably perceived) directed from one employee towards another employee within the workplace.

The definition of workplace violence remains unchanged as further defined in Department Manual Section 1/210.37. The purpose of this Order is to update the responsibilities of Department supervisors, the Threat Assessment Team (TAT), and the Post Incident Workplace Violence Coordinator. All other responsibilities pertaining to the Department Workplace Violence policy remain unchanged.

PROCEDURE:

- I. EMPLOYEE'S RESPONSIBILITIES.** Any form of violence or threat of violence (actual or reasonably perceived) involving a Department employee and occurring in the workplace must be reported without delay to a supervisor, commanding officer, or the Commanding Officer, Personnel Group. Such behavior must be reported whether committed by a Department employee, a City employee, or any person contracted by the City.
- II. SUPERVISOR'S RESPONSIBILITIES.** Supervisors that observe, perceive, or become aware of potential workplace violence incidents shall attempt to defuse the situation, then immediately notify their commanding officer.

Note: Supervisors that may have questions as to what constitutes a potential workplace violence incident, as outlined in Department Manual Section 1/210.37, should contact Behavioral Science Services (BSS).

III. COMMANDING OFFICER'S RESPONSIBILITIES. Commanding officers that are made aware of a potential workplace violence incident, as defined in Manual Section 1/210.37, shall ensure that attempts are made to defuse the situation and cause the notification of the Threat Management Unit (TMU), Detective Support and Vice Division (DSVD), as soon as possible.

IV. THREAT MANAGEMENT UNIT, DETECTIVE SUPPORT AND VICE DIVISION RESPONSIBILITIES. Other than those cases that are the responsibility of Robbery-Homicide Division (RHD), as defined by Department Manual Section 2/475, the TMU shall assume responsibility for criminal investigations of workplace violence incidents that involve a City Department wherein:

- * The subject/suspect requires mental evaluation pursuant to Section 5150 of the Welfare and Institutions Code;
- * The subject/suspect meets the criteria for an arrest; or,
- * An officer obtains an Emergency Protective Order for workplace violence that involves a City employee as the protected person.

In those cases where it is unclear if the investigation is the responsibility of the TMU or RHD, the Commanding Officer, Detective Bureau, shall determine investigative responsibility.

Note: Professional Standards Bureau will assume investigative responsibility for all administrative aspects of incident(s) involving Department employees when misconduct is alleged.

Also, the TMU shall maintain a database of each case profile, monitor the database for Department workplace violence trends and patterns, and make recommendations as necessary.

V. DEPARTMENT THREAT ASSESSMENT TEAM RESPONSIBILITIES. The TAT is responsible for the development, implementation, evaluation and updating of the Department's Workplace Violence Prevention Program. The Commanding Officer, BSS, is designated as the Department's Workplace Violence Coordinator.

Note: Upon being notified of a potential workplace violence incident, the Officer in Charge of TMU may confer with the Workplace Violence Coordinator and determine whether it is necessary to convene the TAT.

Once convened, the TAT shall be responsible for evaluating an incident of reported threats or acts of potential workplace violence, and provide recommendations for intervention if deemed appropriate.

The TAT should be comprised of the following Department personnel:

- * The Workplace Violence Coordinator (Commanding Officer, BSS) or designee;
- * The Officer in Charge, TMU or designee; and,
- * A Department supervisor appointed by the Workplace Violence Coordinator or designee.

Note: The Department's Workplace Violence Coordinator shall chair the TAT. Additional members may be added to the TAT on a case-by-case basis. The additional members may include command officers, representatives from the City Attorney's Office, Medical Liaison Section, Personnel Division, and supervisor(s) from the involved employee's command.

VI. POST INCIDENT WORKPLACE VIOLENCE COORDINATOR

RESPONSIBILITIES. The Commanding Officer, BSS, is also designated as the Department's Post Incident Workplace Violence Coordinator, and shall be responsible for preparation and implementation of a Post Incident Workplace Violence Plan, which shall include but not be limited to:

- * Identifying and establishing a list of available mental health practitioners, including available Employee Assistance Program personnel that have expertise in trauma, crisis intervention and critical incident stress debriefing;
- * Providing on-call personnel to respond immediately following a workplace violence incident;
- * Establishing a referral system for highly affected employees and victims' families for ongoing psychological and human resources needs;

- * Identifying Department personnel suitable for training and inclusion within respective Death Notification Teams following injury or death of a Department employee;
- * Coordinating with appropriate personnel as to what information may be shared with the affected employee(s) to reduce anxiety and misinformation;
- * Ensuring that affected employees are kept informed as deemed appropriate by investigating personnel in an effort to reduce anxiety and misinformation; and,
- * Providing follow-up debriefing(s) to affected employee(s), as deemed necessary.

Note: Initial and follow-up investigative responsibilities for a workplace violence incident remain with the respective operational or detective command.

VII. DIRECTOR, OFFICE OF SUPPORT SERVICES, RESPONSIBILITIES.

The Director, Office of Support Services (OSS), is the final reviewing authority of the TAT's actions. The Director, OSS, or designee, shall approve, disapprove, or recommend further action by the TAT, if warranted.

AMENDMENTS: This Order amends Department Manual Sections 2/357.04, 2/390.07, 2/470.64, and 3/891.

AUDIT RESPONSIBILITY: The Director, OSS, shall monitor compliance with this Order in accordance with Department Manual Section 0/080.30.

WILLIAM J. BRATTON
Chief of Police

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